MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2018/2019 SESSION

PEN0065 - ACADEMIC ENGLISH

(All groups)

27 MAY 2019
9:00 a.m. – 11:00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 11 pages with 2 sections only.
2. Answer **ALL** questions.
3. Write all your answers in the answer booklet.

SECTION A: READING AND VOCABULARY [30 MARKS]

Text 1 (15 marks)

Instructions: *Read the passage below and answer the questions that follow.*

World Travellers

1 Some people were still committed to a nomadic way of life. Wild horses were their companions as they hunted over the uncultivated plains, and they saw the speed and mobility these horses could offer if only they could be tamed. Once they learnt how to do so, these nomads turned their mastery of horses to additional advantage. The riches that farmers had gathered, their crops, their herds of fat animals, were now the plunder of these horse-borne hunters when they came sweeping down on the farmsteads. Therefore, the farmers, too, had to acquire the same skills of horsemanship and to group with other farmers to patrol their lands. The horse would take the farmers away from their static life there and set them moving once more.

2 Then the invention of wheels came to bring man immediate opportunities and benefits. Crops could be taken in wagons to distant villages and bartered for livestock, timber brought in from the forests to build bigger and better farms, while the poorer peasants, not rich enough to have their own horses, could sit in the wagon and enjoy its rough comfort for transport.

3 However, once again man turned his discoveries to a sinister use. Soon, wagons were made into war-chariots, and early stone carvings show horse-drawn chariots filled with warriors about to be carried on to the battlefield. Nevertheless, war and conquest had some good effects, too. The might of the Roman army required a network of high quality roads to be built throughout Europe, to maintain its grip on conquered nations. However, trade and travel flourished because of these roads. Merchants from the East could transport their precious silks and spices to new and hungry markets in the West and became rich on the resulting profits. At the same time, the private travellers enjoyed more comfortable journeys, conveyed in covered carriages moving at a reliable speed along the stoned roads, secured from marauding bandits.

4 Thus, trade and conquest combined took men further and faster on their travels. Another major invention, the steam engine, took them even further and faster. Whereas ships once had to rely on wind and tide for power, they were now driven by massive steam engines, and captains could set their course at will. Soon, oceans were crossed with regularity, and journeys which had previously been filled with danger from winds and waves, now brought voyagers a new excitement: fresh ports of call, strange tongues and all the wonders of an unfamiliar land.

5 Steam also revolutionised travel on land. Steam-powered locomotives began to haul their loads of freight and passengers from city to city, over a network of railways that quickly embraced one country after another. As the speed and comfort of railway travel developed, people found travel becoming an everyday part of their lives. In fact, the whole shape of society began to change as travel became cheaper and easier. People left their simple lives on the land and moved to work in new cities and industries that were springing up, and to enjoy a more prosperous existence. The railways had made it all possible.

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6 Then the most dramatic development of all came – air travel. The first aeroplanes were only flimsy frameworks of wood and canvas, powered by petrol engines found in the early motorcars. As soon as jet-powered aircraft appeared in the skies, the latest revolution in travel had begun. The modern aeroplane would outstrip all other forms of transport as it covered enormous distances with a freedom and a speed impossible on land.

7 The benefits man has gained from this invention are obvious. Businessmen fly the world, international trade flourishes, while statesmen can be called together in a short notice to sit down and debate when war threatens. Ordinary people pack their bags for holidays in places that their parents could only read about, and some parts of the world which rarely saw strangers now have chains of hotels and restaurants to welcome the air-borne tourists. The aeroplane has brought such places unaccustomed wealth and income.

8 However, there are some who wonder if the revolution in travel has gone too far. Travel is something to be enjoyed, not endured. A journey by train with all its lakes, forests and wild, open plains sweeping past your carriage window weaves spell of their own. On board a plane, however, there is just the blank blue of the sky filling the narrow windows of the aircraft cabin. The dullness of the soft lighting, the repetitive in-flight films and the unchanging gentle music make up the only world you know. It can be regarded as a monotonous imprisonment.

Adapted from world travelers. (n.d.). Retrieved from http://www.library.uniswa.sz/quest/educ/adu/2008/cae206m2008.pdf

Part I: True or False (5 marks)
Instructions: *For each statement, write (T) if the statement is true and (F) if the statement is false.*

1. The nomads knew that wild horses must be tamed for their speed and mobility.

2. The taming of wild horses gave the nomads speed and mobility and enabled them to raid other nomads.

3. The invention of wheels was beneficial for the poor peasants as it allowed wagons to be used as their means of transportation.

4. Travel became cheaper and easier because new cities and industries sprang up.

5. The invention of aeroplane has made it possible for the public to make the necessary decisions if their society is threatened by war.

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Part II: Comprehension Questions (10 marks)
Instructions: *Answer the following questions.*

1. In what way was the invention of wheels put to 'sinister use' (line 15)? (2 marks)

2. Explain why the merchants from the East could grow rich on the profits from markets in the West. (1 mark)

3. Steam power 'revolutionised travel on land' (line 33).
What major changes did this revolution bring to people's lives at that time? (3 marks)

4. Describe two ways how air-borne tourists have changed the lives of people in some parts of the world. (2 marks)

5. The author believes that travelling in an aircraft is monotonous. What are the things that create this feeling of monotony for him? (2 marks)

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Text 2 (15 marks)
Instructions: *Read the passage below and answer the questions that follow.*

What Really Drives You Crazy about Waiting in Line

1 It was the 1950s, and a high-rise office building in Manhattan had a problem. The tenants complained of an excessively long wait for the elevator when people arrived in the morning, took their lunch break and left at night. Engineers examined the building and decided that nothing could be done to speed up the service. **Desperate** to keep his tenants, the building manager turned to his staff for suggestions. One employee noted that people were probably just bored and recommended installing floor-to-ceiling mirrors near the elevators so that people could look at themselves and each other while waiting. This was done, and complaints dropped to nearly zero.

2 It is an account that appears in books and articles about organisational design though it is not clear whether it is a real story. Nevertheless, the story offers a powerful insight into one of the most universal things we do: waiting in line. It suggests that there are hidden and surprising factors that affect how we handle lines. In the case of elevators, it was not the wait that mattered: it was that we got bored while waiting.

3 While that story has become a legend, it was not the first time people started thinking seriously about waiting, or queuing, as academics call it. Some people spend a year or two of their lives waiting in line, estimates Richard Larson, a professor who studies queuing theory at Massachusetts Institute of Technology (MIT). This back-of-the envelope calculation includes less obvious types of queues, like driving in slower-than-normal traffic during a daily commute.

4 The way that businesses manage lines results in easily billions of dollars gained, reputation of the brand, and spending power of the consumers. A long and unpleasant wait can damage a customer's view of a brand, cause people to leave a line or not enter it in the first place or discourage them from coming back to the store entirely. Just imagining ourselves crammed between two people is enough to inspire annoyance.

5 Thus, companies have come up with some novel solutions to shorten lines: customers will have to pay extra to get to the front of the line. The examples include priority boarding on airplanes and special concession lines for National Football League (NFL) season-ticket holders. These new technologies seem to be cutting down on the amount of time spent waiting in line though they are unlikely to get rid of waiting altogether.

6 Even so, businesses can still do a lot to improve customer experiences. As numerous studies show, how people feel when they wait in line often matters a lot more than the duration of the wait. One strategy that companies can use is distraction. Research suggests that people who have nothing to do perceive wait times to be longer than those who are distracted by reading materials, watching television or having a conversation. Mirrors by the elevator, television screens at the airport, magazines to peruse and buy in the supermarket checkout aisles and even

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smartphones, all take people's minds off of their frustration of being imprisoned in a line.

7 Larson says that Disney is the undisputed master of this technique, designing queues that are entertaining and creating anticipation for rides. The line for one Toy Story-themed ride, for example, features giant murals, oversized toys and a five-foot-tall animatronic Mr. Potato Head, who interacts with people and entertains those waiting in line with a semi-interactive spiel. So far, Disney's strategy appears to be working. Disney's parks continue to set new visitor records, and profits from parks and resorts have nearly doubled over the last five years, reaching 2.6 billion dollars in 2014.

8 One other powerful technique that Disney exemplifies is managing people's expectations for the wait. Disney often gives estimates for how long someone might spend standing in line for its amusements, and these wait times are almost always overestimated, according to Larson's research. Even if the wait time is extensive — an hour, for example — people are pleasantly surprised when they exit the line in 45 minutes, "ahead of schedule".

9 Estimated wait times also help to defuse the anxiety, stress and uncertainty that people experience, which research suggests, are the most common problems with waiting in line. This anxiety gets especially acute when you cannot see or monitor the line — which is why many customer service hotlines these days will tell you how many people are waiting in front of you.

10 Another important factor is the speed and pacing of the line. Research by Daniel Kahneman, a psychologist whose work sparked a broad rethinking in economics, argues that consumers waiting in line experience a dual response: they become gradually demoralised as they wait but have a positive response to each forward movement of the queue. Their overall feeling about the experience depends on how these two responses balance out.

11 Other research by Kahneman on how people remember unpleasant activities suggests that the way we remember a line is heavily influenced by how the experience ends. A line that starts slow and speeds up is very different, and psychologically preferable, from waiting in a line that starts fast and then slows to a crawl. Larson agrees that how we feel about waiting in line is often an issue of perspective.

Adapted from Swanson, A. (2015). *What really drives you crazy about waiting in line.* Retrieved from http://gg.gg/washingtonpost-waitinginline

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Part I: Contextual Clues (5 marks)
Instructions: *Provide a word from the reading passage for each definition below.*

Example: showing great worry **(paragraph 1)** **word: desperate**

1. to prevent (paragraph 4)
2. new and different from what has been known before (paragraph 5)
3. to read through casually (paragraph 6)
4. longer than the average duration (paragraph 8)
5. to make something less intense (paragraph 9)

Part II: Critical Reading (10 marks)
Instructions: *Answer the following questions.*

1. Identify two groups of intended audiences for the passage. Support your points by making reference to the details of the text. (2 marks)

2. Based on the article, state the writer's:
   i. overall purpose (1 mark)
   ii. point of view (1 mark)

3. What is the general tone of the writer? (1 mark)

4. *Nevertheless, the story offers a powerful insight into one of the most universal things we do: waiting in line.* (lines 11-13)

   i. What can be inferred from the excerpt above? (1 mark)
   ii. Provide a statement from paragraph 3 to support the inference. (1 mark)

5. State if the sentences below are a fact or an opinion. Justify your answer.

   i. *Just imagining ourselves crammed between two people is enough to inspire annoyance.* (lines 26-27) (1 mark)

   ii. *Disney's parks continue to set new visitor records, and profits from parks and resorts have nearly doubled over the last five years, reaching 2.6 billion dollars in 2014.* (lines 48-50) (1 mark)

6. What is the main idea of paragraph 11? (1 mark)

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SECTION B: GRAMMAR [20 MARKS]

Part I: Cohesive Devices (5 marks)
Instructions: Fill in each blank with a suitable transition.

Example: Grab has announced that it will begin charging customers a fee if they cancel a ride after five minutes of getting a driver, **(0) or** if they are beyond five minutes late to their ride, and the driver has to cancel as a result of that delay.

Grab has announced that it will begin charging customers a fee if they cancel a ride after five minutes of getting a driver, **(0) or** if they are beyond five minutes late to their ride, and the driver has to cancel as a result of that delay. The ride service provider said that in the case of passengers showing up late, a five minute leeway is provided. If a passenger does not show up by then, (1) _____ the driver eventually cancels the ride, the passenger will be charged RM5.

If a customer is on GrabPay, the amount will be deducted directly from his or her GrabPay credits balance or credit or debit card. For those using cash, the fee will be added automatically to their fare on the next ride. The driver on the next trip will be informed to collect this fee on Grab's behalf to compensate the driver for the previous ride that was cancelled. (2) _____, 100 per cent of the cancellation fee goes to the driver to compensate for his or her time on the road.

(3) _____, any cancellations made within five minutes of getting a driver will not have any fee imposed. Cancellation fees will also be waived if a driver does not arrive within 10 minutes after the first-shown estimated time of arrival. (4) _____, if a customer is allocated a driver who is three minutes away but has to wait for more than 13 minutes for the driver, and finally cancels the booking, the fee will be waived.

The company said customers need not fear that they will be charged in cases where the driver fails to get to the correct pick-up location or when the driver cancels the ride. If a driver cancels the ride before the waiting time is up, the customer will not be charged, (5) _____ the necessary penalty against the driver will be imposed.

Adapted from Lim, A. (2019). *Grab to charge RM3-5 cancellation fee from March 25.* Retrieved from https://paultan.org/2019/03/19/grab-to-charge-rm3-5-cancellation-fee-from-march-25/

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Part II: Modal Verbs (5 marks)
Instructions: *Fill in each blank with a suitable modal verb.*

Example: Sergeant Alpha reminded us that we (0) **must** not tackle a burglar if he or she enters our home as this can be very dangerous.

Sergeant Alpha reminded us that we **(0) must** not tackle a burglar if he or she enters our home as this can be very dangerous. He also reminded us that we (1) _____ inform the police and our insurance companies immediately after a break-in.

Mrs. Sandra from Bukit Payung reported that she had been burgled two afternoons before. The burglar (2) _____ have got in through an open window downstairs, although at that time of day, there were many people around who might have witnessed the break-in. "It may be too late for me, but you (3) _____ report it to the police if you saw anything as it is our civic duty and if we want to maintain the safety of our own neighbourhood," she added.

Mr. Harry from Persiaran Silika was concerned that he had not taken up an invitation from a security company to assess his house for security risks, but he was relieved to discover from Sergeant Alpha that he did not need to invite them anyway, as the police (4) _____ do regular security checks around the neighbourhood.

Finally, if you need to speak to a police officer, you (5) _____ call Sergeant Alpha at Lembah Kilau Police Station anytime.

Adapted from Studfiles. (2015). Retrieved from https://studfiles.net/preview/2452307/page:15/

Part III: Types of Sentences (10 marks)
Instructions: *Answer the following questions.*

1. Both blue collar and white collar professions will be affected, but Dr Sim believes those drivers could be most affected.

   Identify the type of sentence above.

   A. Simple sentence
   B. Compound sentence
   C. Complex sentence
   D. Compound-complex sentence

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2. In today's world, children can access the Internet and social media applications from many different entry points, such as iPads, tablets, desktops, laptops, and smartphones.

   The type of sentence above is a _____.

   A. Simple sentence
   B. Compound sentence
   C. Complex sentence
   D. Compound-complex sentence

3. K-Pop entertainment companies demonstrate how to innovate business models by changing the fundamental assumptions of existing ones.

   The type of sentence above is a _____.

   A. Simple sentence
   B. Compound sentence
   C. Complex sentence
   D. Compound-complex sentence

4. Which of the following is a compound sentence?
   A. Plantanos belong to the banana family, but they differ in three ways.
   B. The taste of the dish will change if you use bananas instead of plantanos.
   C. Plantanos have three characteristics when they are ripe: a softness, a yellowish colour, and a slightly sweeter smell.
   D. After the plantanos are half-cooked in boiling water, take the pieces out of the water and remove the skin, but be careful: the plantanos are extremely hot, so they can cause serious burns.

5. Which sentence below is a complex sentence?
   A. Taking selfies gives her joy and relieves stress.
   B. Her love for selfies is way beyond imagination, for it is something that gives her joy and relieves stress.
   C. Although her love for selfies is way beyond imagination, it is something that gives her joy and relieves stress.
   D. Her love for selfies is way beyond imagination, and it is something that gives her joy and relieves stress.

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6. Which sentence below is a compound-complex sentence?
   A. The ocean is downstream from nearly every terrestrial location; it is the receiving body for much of the plastic waste generated on land.
   B. The ocean is downstream from nearly every terrestrial location, and it is the receiving body for much of the plastic waste generated on land.
   C. Since the ocean is downstream from nearly every terrestrial location, it is the receiving body for much of the plastic waste generated on land, and several million tonnes of debris end up in the world's oceans every year.
   D. Since the ocean is downstream from nearly every terrestrial location, it is the receiving body for much of the plastic waste generated on land although several million tonnes of debris end up in the world's oceans every year.

7. Combine these parts to make a logical compound sentence.
   - The pufferfish toxin is deadly to humans.
   - There is enough poison in one pufferfish to kill 30 adult humans.

   A. The pufferfish toxin is deadly to humans if there is enough poison in one pufferfish to kill 30 adult humans.
   B. The pufferfish toxin is deadly to humans, for there is enough poison in one pufferfish to kill 30 adult humans.
   C. The pufferfish toxin is deadly to humans because there is enough poison in one pufferfish to kill 30 adult humans.
   D. The pufferfish toxin is deadly to humans when there is enough poison in one pufferfish to kill 30 adult humans.

8. Combine these parts to make a logical compound-complex sentence:
   - The researchers did not come to the correct conclusion.
   - They restructured their hypothesis.
   - They will attempt the experiment again.

   A. The researchers did not come to the correct conclusion, so they restructured their hypothesis; they will attempt the experiment again.
   B. Since the researchers did not come to the correct conclusion, they restructured their hypothesis, and they will attempt the experiment again.
   C. The researchers did not come to the correct conclusion because they restructured their hypothesis after they attempt the experiment again.
   D. The researchers did not come to the correct conclusion; they restructured their hypothesis; as a result, they will attempt the experiment again.

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9. Which of the sentences below are **not** simple sentences?

I. For generations, each of Kunta's enslaved descendants passes down an oral history of Kunta's experiences as a free man in Gambia.
II. Because of satellite, the people around the world were able to witness a shooting scene on a 19,000-foot Himalayan mountain.
III. Individuals in crime areas were supplied with video cameras, so criminal activities could be recorded and saved as evidence.
IV. The dancers and the singers performed their heart out last night during the concert.

A. I and II
B. II and III
C. II and IV
D. III and IV

10. Which of the following are complex sentences?

I. When hiking, there are several ways to identify your direction.
II. If you look at your wristwatch, one way to identify north is to point the short hour-hand straight at the sun.
III. From the short hour-hand, you need to locate twelve on your watch and divide the distance from the short hour-hand in half.
IV. You can also use the sun or the stars although using a compass is the easiest way.

A. I and II
B. I and III
C. II and IV
D. III and IV

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